hello & welcome

Welcome to your new home for the next year! In this guide you will find all the information you need about living in halls. Your room has been checked carefully but if you find any faults please report these to your Housekeeper using the audit form in your room. Your Warden will arrange a meeting in your hall in the first week of term where you can find out further information. Please look out for posters with the details.

What should I do now?

1. Knock on your neighbour’s door to say hello! It can be hard settling in to a new place but remember everyone else is new as well.

2. Make sure that you have registered as a student with the University by 12th September 2016 because un-registered students cannot stay in campus accommodation.

3. Hand in your room audit form to your Housekeeper – this will help avoid any disagreements when checking your room at the end of your contract.
If your Warden isn’t in their room you can leave them a note and they will contact you. Wardens are usually in their flats in the evening at least three evenings a week. There are always two Wardens who are on call between 1700 hours to 2300 hours every night. They can be contacted by calling in at main reception or by telephoning 3501 from the phone in your room. Wardens are not available after 2300 hours. If it is urgent and you need assistance after 2300 hours, please contact security control by telephoning 3500 from your room, or if that’s not possible then by picking up a red phone situated throughout the public areas in your building.

Wardens report to the Senior Warden and are part of Student Support. They are fully trained. However, if you have any concerns about your Warden, please email studentsupport@hw.ac.uk.

### Warden

**my warden**

Each hall has a Warden to offer advice, support and deal with any problems along the way. Wardens are also students at Heriot-Watt. Your Warden will arrange a ‘block’ meeting in Arrivals Week or week one to meet you and go over the rules of the residences and answer any questions you may have.

<table>
<thead>
<tr>
<th>Block</th>
<th>Name</th>
<th>Location/room no:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leonard Horner</td>
<td>Fang Zhao</td>
<td>Next to room B1.08</td>
</tr>
<tr>
<td>Leonard Horner</td>
<td>Peter Szabo (Deputy Senior Warden)</td>
<td>Next to C1.01 &amp; C1.02</td>
</tr>
<tr>
<td>Robert Bryson</td>
<td>Mohamed Arab</td>
<td>Next to kitchen 9 on ground floor</td>
</tr>
<tr>
<td>Robert Bryson</td>
<td>Skander Taj</td>
<td>Opposite the lift on 3rd floor</td>
</tr>
<tr>
<td>Lord Home</td>
<td>Asliet Zhakeyev</td>
<td>Beside lift on 1st floor</td>
</tr>
<tr>
<td>Lord Home</td>
<td>Caroline Johnson</td>
<td>Above 1st floor lounge</td>
</tr>
<tr>
<td>Robin Smith</td>
<td>Komal Niar</td>
<td>Opposite the lift on 1st floor</td>
</tr>
<tr>
<td>Robin Smith</td>
<td>Zehong Yu</td>
<td>Opposite the lift on 2nd floor</td>
</tr>
<tr>
<td>George Burnett</td>
<td>Selina Egyir</td>
<td>On the left of the housekeepers office</td>
</tr>
<tr>
<td>George Burnett</td>
<td>Mayank Drolia</td>
<td>Between rooms 1.47 &amp; 1.48</td>
</tr>
<tr>
<td>Thomson</td>
<td>Joshua Mcleod</td>
<td>Opposite lift on the 1st floor</td>
</tr>
<tr>
<td>Thomson</td>
<td>Adnan Ilyas (Senior Warden)</td>
<td>Opposite lift on the 2nd floor</td>
</tr>
<tr>
<td>Christina Miller West</td>
<td>Yusuf</td>
<td>Room no: C2.5.01</td>
</tr>
<tr>
<td>Christine Miller East</td>
<td>Abdelhman</td>
<td>(opposite lift on the 2nd floor of C block)</td>
</tr>
<tr>
<td>Anna Macleod</td>
<td>Balamurugan</td>
<td>Room no: C1.5.01</td>
</tr>
<tr>
<td>Mary Ferguson</td>
<td>Nana Kwansa</td>
<td>(opposite lift on the 1st floor of C block)</td>
</tr>
<tr>
<td>Muriel Spark</td>
<td>Zayed Zeadat (Deputy Senior Warden)</td>
<td>Studio Flat 1 on the 1st floor</td>
</tr>
<tr>
<td></td>
<td>Anthony Kyiu</td>
<td>Studio Flat 3 on the 2nd floor</td>
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<td></td>
<td></td>
<td>Studio Flat 5 on the 3rd floor</td>
</tr>
</tbody>
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my housekeeper

Each hall has a Housekeeper responsible for the cleaning and maintenance of their building. They have a team of Residence Assistants who work with them. All repairs must be reported to the Housekeeper. Please see list opposite for the Housekeepers’ offices.

If you can’t find your Housekeeper or want to report a serious fault or a complaint, please contact the Residential Services Manager, Helen Gentleman or Nicola Beattie (Deputy). You can email them on residences@hw.ac.uk.

<table>
<thead>
<tr>
<th>Hall</th>
<th>Office Location</th>
<th>Floor</th>
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</thead>
<tbody>
<tr>
<td>Leonard Horner Hall</td>
<td>Leonard Horner A, Front Entrance</td>
<td>Ground Floor</td>
</tr>
<tr>
<td>Robert Bryson Hall</td>
<td>Robert Bryson Front Entrance</td>
<td>Ground Floor</td>
</tr>
<tr>
<td>Robin Smith Hall</td>
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</tr>
<tr>
<td>George Burnett Hall</td>
<td>George Burnett Front Entrance</td>
<td>Ground Floor</td>
</tr>
<tr>
<td>Lord Thomson Hall</td>
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</tr>
<tr>
<td>Lord Home Hall</td>
<td>Lord Home Front Entrance</td>
<td>First Floor</td>
</tr>
<tr>
<td>Christina Miller Hall</td>
<td>Christina Miller West Foyer</td>
<td>Lower Ground</td>
</tr>
<tr>
<td>Anna Macleod Hall</td>
<td>Anne Macleod Foyer</td>
<td>Ground Floor</td>
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</table>
Locked out?
If you are locked out and have your student identity card please go to the main University Reception to get a spare key/temporary key card. Up until 2300 hours you can contact your Warden. If they aren’t in their flat, contact the Duty Warden by calling security on 3500.

If you do not have your student identity card, and it is during the day, please go to the Housekeeper/Porter within your hall, your Warden up until 2300 hours or contact security control after 2300 hours by using the red phone in the hall.

What do I do with my key/key card at the end of the year?
You must hand back your key/key cards to the main University Reception by 10am, on your contract end date.

If you do not hand back your key/key card a charge for a replacement lock will be made as we must ensure the safety of the next student or guest.

Stolen or lost keys/key cards?
You must report the theft to the Police and to Campus Security by calling 3500 or go to the main University Reception and ask for the Security Supervisor.

If there is no risk of the thief knowing your address (i.e. no other items in bag/wallet with your address) then you must go to the main University Reception to get another key/key card (you will be charged for this). This is not optional – you must have a key/key card for your accommodation at all times.

If there is a risk of your address being known, then the lock(s) will need to be changed and you will be charged for the work needed to be done.

Maintenance and repairs
Please report any faults (e.g. faulty lights, appliance breakdown) in your room or kitchen to your Housekeeper, not your Warden. These reports are then processed by the Estates department. Forms are available outside the Housekeeper’s office.

Please note that not all repairs are carried out by University staff so although we will try to fix things as soon as possible there may be a delay if we require an external company to do the work. Remember we can’t fix things unless you report the fault to your Housekeeper.

Staff access to your room
As stated in the terms and conditions, residents will be required to allow members of the University staff the right of access for the purposes of maintenance, inspections and cleaning. Where possible, 24 hours notice will be given but cannot be guaranteed. Access is necessary in terms of fire safety and infection control.

Cleaning
The cleaners clean all public areas (lounges/pantry/bathrooms and stairs) as well as your rooms. Students are asked to leave their room and public areas in an acceptable condition to enable staff to clean.

No Smoking
All areas of the hall and your room are no smoking, this includes E-cigarettes/Vapours. Please note you will be subject to a £50 fine if you are found smoking in your room or the communal areas. You can only smoke outside the hall and you must be at least 5 metres from the building.
my kitchen

It is your responsibility to clean up after yourself, mopping spillages etc. Sweeping brushes, mops and buckets are provided. If kitchen is found to be in an unacceptable condition, these facilities will be suspended until the problem is rectified.

To prevent unnecessary fire alarms, please ensure that your grill pan and oven are kept clean and free from excessive fat. Keep kitchen doors closed and the windows open when you are cooking.

It is expected students will empty and dispose of extra contents from their fridge and freezer at the end of their contract or transfer contents to their new residence.

Please remove all rubbish to the refuse collection points situated outside the buildings. Please ensure that all rubbish bags are placed in the bin area provided, securely tied. Please do not leave rubbish bags in the stairwells or entrances.

There are points for recycling in every hall, these may be either an internal or external point, please make yourself aware of your nearest point.

shops and supermarkets

The Student Association shop sells a range of food stuff. The closest supermarket to campus is Asda in Chesser, on Newmarket Road. You can get there from campus by using the number 34 bus. If you have shopping delivered please remember to leave the delivery crates neatly outside your hall for collection.

my washing

Laundry

Laundry facilities are provided on campus for your convenience. Costs are £2.60 per wash and £1.40 per dry. The laundry is operated on a cashless system; you need to purchase a card for a one off payment of £2 and then register/top-up the card online at www.circuit.co.uk.

The laundry is run by an external company called Circuit, any faults should be reported to them using the telephone number supplied on the board in the Laundry Room or online at www.circuit.co.uk. This website allows you to report a fault, check machine availability and provides tips on how to use the machines. All enquiries should be addressed to Circuit in the first instance.
In the event of an emergency situation you should contact the Security Control Room by either:

- Using the nearest RED emergency telephone handset located within your area: this will automatically give you direct contact to the Security Control Room,
- or by dialling 2222 on any internal telephone handset.

Our Security Patrol Officers are trained in dealing with emergency situations.
You must try to stay calm at all times. Depending on the situation you will be asked a number of relevant questions, which will enable Security Control to evaluate the situation and initiate the appropriate response.

**FIRE**
If you find, or suspect that there is a fire, you should immediately raise the alarm by activating the nearest manual call point.

Do not attempt to fight the fire. Close doors in the immediate vicinity and follow the nearest escape route to the assembly point. Tell the Fire Marshall at the assembly point that you raised the alarm.

**IN THE EVENT OF A FIRE ALARM**
- On hearing the fire alarm you MUST evacuate the building immediately.
- You may not re-enter until the Fire and Rescue Service gives you permission to do so.
- In the event of a fire drill or fire evacuation, if you do not leave your room in reasonable time and make your way to the assembly point, you will be fined a minimum of £50 for failure to follow fire evacuation procedures.

**EMERGENCY FIRST AID**
If a situation arises whereby someone is seriously injured or becomes ill you must treat this as an emergency. Use the nearest RED emergency telephone to contact the Security Control Room or dial 2222 from any internal telephone handset.
Please be security conscious, keep all doors locked — it only takes seconds for a theft to happen.

Ground floor windows should be kept shut when you are not in the room. All window safety catches have been checked. If tampered with, you will be liable to a charge.

Main doors to the hall are locked every night — do not prop these doors open.

Emergency red phones are situated in each stairwell with direct link to the control room 24 hours a day. These are for emergency use only.

Bedroom phones can also be used in the event of an emergency by dialling 2222 or 3500.

Overnight there are Security Patrol Officers on duty for your welfare and safety. They are there for your safety — please treat them with respect.

In the event of an accident, security breach or other incident occurring on the premises, please telephone Security by calling 3500 where an accident/incident form can be completed.

**Electrical Appliances**
Because of serious fire risk only the following electrical appliances are permitted in your room — hair care equipment, stereo, television, clock/radio and computer equipment. Items like mini fridges, microwaves and electric fan heaters are not permitted (unless cleared by the Accommodation Office on medical grounds). All appliances must be unplugged when not in use.

Should you find a fault with any of the electrical appliances provided in your accommodation, under no circumstances should you use this appliance. If the faulty appliance is a kettle, iron or desk lamp, please take the faulty appliance to your resident Housekeeper/Porter’s Office and they will either repair or replace the appliance. It is the student’s responsibility to take the faulty appliance to the Housekeeper/Porter.

**My mail**
Mail is delivered to your respective mail box Monday to Friday, once per day. Parcels received through Royal Mail should be collected from your Housekeeper or Porter in your Hall. Parcels will only be issued on production of a parcel slip and student identity card. We do not arrange for the re-direction of mail when you move out. It is your responsibility to notify family, banks etc.

Please be security conscious, keep all doors locked — it only takes seconds for a theft to happen.

**My bike**
All bikes are to be stored in the external bike shelters at the owner’s own risk.

You will require your own chain/padlock to secure your bike as these are not supplied. We also recommend that you take out separate bike insurance.

An annual clear-out takes place in the summer months and any bikes remaining will be disposed of unless clearly labelled by the owner.

**My car**
Car parking is available in various car parks on campus. A map showing the location of these can be found at https://www.hw.ac.uk/documents/car-parking-map-edinburgh.pdf

Car park spaces outside the halls of residence are for accessible access only and for valid disabled badge holders.

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**Broadband**
A fast 24Mbps service with uncapped download limit is included in your room rent. If you use the internet for general web-browsing and reading emails you will find the base service fast and responsive. If you’re a heavy gamer or downloader, you can upgrade to premium service options of either 50Mbps or 100Mbps, all with uncapped download limits and equally fast upload speeds. The service is provided by Keycom.

**TV**
You can also watch Freeview channels in full-screen HD quality without needing to bring a TV set to campus. The TV basic package includes all the free channels and an electronic programme guide (EPG), all available to watch via a web browser. Please note before watching any kind of broadcast TV in the UK it is your responsibility to buy a TV licence.

**Wireless**
A Wi-Fi service is available in your room, larger kitchens and common rooms. This service will allow you to connect multiple devices (phones; tablets; laptops; etc.) to your broadband account.

**Telephone**
You have your own phone handset with a 4-digit extension number – the number is displayed on the handset screen. Incoming calls can be received direct from other rooms on-campus for free or through the University switchboard. Outgoing calls can be made using pre-paid options.

**Support**
If you have any trouble using these services the Keycom Support Desk is open from 0800 hours to 2000 hours seven days a week. The call is free from your Keycom handset by dialling 1590 or 0131 545 0006 from any other network.
You are part of our University community, but with this comes responsibility to others. This section sets out the rules and behaviour expected of you. The University has a discipline code (Student Discipline Policy and Procedures) which sets out the action the University can take when breaches of discipline occur. This can be found at http://www.hw.ac.uk/students/studies/record/discipline.htm

Malicious use of Fire Equipment & Fire Evacuations

Please DO NOT tamper with any fire equipment

The University has a zero tolerance policy on students tampering with fire equipment, including setting off fire alarms and tampering with fire extinguishers. It is not smart or funny and it puts other people's lives at risk. Not only will you be expelled from the residences and possibly the University, but these are criminal offences and you could face a criminal record as well. The Police can prosecute anyone who maliciously activates a fire alarm system whether it is activation of a detector or by breaking glass in an alarm point.

Please note that the terms of your lease state that you are responsible for the behaviour of your guests.

Smoke detectors are installed throughout the building and should not be covered under any circumstances. There is a mandatory £250 fine for covering fire detectors. There is also a mandatory £50 fine for anyone found smoking in their room or in the halls.

Door closers are fitted to all doors and must not be removed, disconnected or tampered with. Please report faulty fire door closers for repair.

Be careful, especially when in the kitchen, keep the door closed, and do not leave the cooker unattended when cooking.

Due to fire regulations, notices/posters are not allowed on doors/corridors/entrances.

Please do not obstruct corridors/stairwells. These are your means of escape in a fire situation.

Unwanted Fire Calls

The main causes of fire alarm activation are:

Fumes from cooking

This can be prevented by ensuring the kitchen door is closed during and after cooking, together with the correct use of extractor fans. Propping open the fire doors is a very serious offence and puts students’ lives at risk.

If you are found to be keeping fire doors open or causing the alarm to go off because of cooking fumes, the University will take the following action:

- On the first occasion your Warden will speak to the student(s) involved to ensure procedures on safety are understood
- On the second occasion the Director of Student Support will enforce the fine level of £50 against the student(s) responsible

Toast, burnt food and grill pans

When cooking, food should never be left unattended. If you are called away, the toaster/cooker should be switched off and all food removed from the heat source. It is also important that the toaster/grill is cleaned regularly to stop deposits collecting in or near heating elements.

The University has a zero tolerance policy on students tampering with fire equipment, including setting off fire alarms and tampering with fire extinguishers.

Your new place 2016 | 2017
Use of candles, joss sticks, incense burners, Shisha pipes, hakhah pipes or ‘bongs’ is prohibited. These are all a fire risk and cannot be used in the residences. Any student contravening this regulation will be fined £50. If repeated, more serious action will be taken.

Steam (including showers, irons and hair straighteners)

If doors are not closed properly or extraction systems are not used, steam from showers and bathrooms can go into the room or corridor and activate alarms. Please do not run a bath or shower and leave the door into the hall open.

Do not use irons, hair dryers and straighteners under the detector heads.

On the second occasion the Director of Student Support will enforce the fine level of £50

In The Event Of A Fire Alarm

On the second occasion theDirector of Student Support will enforce the fine level of £50

Noise and antisocial behaviour

You are expected to be considerate to other students living in Halls. Behaviour such as creating unnecessary noise or causing a disturbance to other students resident in the Hall or neighbouring Halls is not acceptable.

There is a noise curfew after midnight Sunday to Thursday and 0130 on Friday and Saturday. After these times, please keep the noise down but be considerate at all times and remember that others may have exams or a coursework deadline even if you don’t. You may be subject to disciplinary action if you don’t comply with this.

Aerosol use

Smoke detectors are extremely sensitive and will activate in situations where aerosols are discharged under a detector head. Detector heads can also become ‘glued’ by the aerosol spray, which creates difficulty in resetting the alarm system, and may lead to other unwanted calls. We ask students to act with care to prevent such incidents occurring, and to use aerosols well away from detector heads.

On the first occasion the Warden will speak to the students involved to ensure procedures on safety are understood

On the second occasion the Director of Student Support will enforce the fine level of £50

Drugs

Cannabis is illegal in Scotland. This means it is illegal to own, supply or grow it. Passing drugs between friends is classed as supplying. Possession of cannabis can mean up to two years in prison and supplying can mean up to 14 years in prison. For this reason the University has a zero tolerance policy on drug use of any kind. Other drugs such as heroin, cocaine and ecstasy are also illegal.

You should be aware that the University has also banned so called ‘legal high’ drugs. This means that if you are caught in use or possession of these you will also be subject to disciplinary action.

Visitors

Students are responsible for the conduct of their visitors whilst in the Hall and when entering or leaving the building. If you want to have a guest overnight you must get the permission of your Warden. Guests are only permitted to stay a couple of nights a week. You are responsible for your guests which means you can be given the same discipline penalty as your guest.

Bedroom Door

Your bedroom door should be secured at all times and particularly if you are not inside the residence or are off campus.

Points to note from the Terms and Conditions of your Contract

- Vacate your room by 10:00hrs on the end date of your contract.
- Charges will be made for lost keys/key cards.
- No firearms or air pistols.
- No martial arts or potentially hazardous sporting equipment – these should be left with the Warden.
- No fireworks.
- No candles or incense sticks.
- No cooking in bedrooms.
- No bikes to be taken into rooms – leave bikes in bike shed provided.
- No drugs – they are illegal and the Police can be called.
- No violence or verbal abuse towards staff – the University does not tolerate it.
- NO SMOKING in any area – corridors, lounges, pantries or kitchens and no smoking in your room.
- If you withdraw from the University, you must call into the Accommodation Office and sign the necessary documents to discuss your situation. It is not sufficient to hand in your key. You will remain liable for rent until the room can be re-let.
- You must not assign, charge or sublet your room. If you leave your room and you know someone who would like to move in you should both visit the Accommodation Office to check if this is possible.
If In Doubt – Ask!

Q» Why haven't I been given the type of Accommodation I had requested when I applied to live on campus?
A» As stated in the application process the room you had requested is just that – a request! Unfortunately, we cannot give everyone the room they would like to have because, inevitably, some room types are more popular than others. We try to accommodate students as best as possible, by placing them together in groups (i.e. keeping postgraduate and older students separate from undergraduate and younger students).

Q» What should I do if I do not like the room I am staying in?
A» Call in to the Accommodation Office to discuss the problems and to see if there is a solution. We may enter you onto a transfer list to swap you into a more suitable room when such a room becomes available but please be aware this is only as a last resort.

Q» Another student and I wish to swap rooms, is this possible?
A» This is possible if done correctly and there are good reasons to do so. The Accommodation Office needs to know why you wish to swap and if there is a good reason for it, you would be re-issued new contracts for your new rooms. This way everything is done above board and you will only pay for the room you are in and be paying the correct rates. However, please note, there is a £75 administration fee when changing rooms.

Q» If wish to leave the on campus accommodation to live off campus, can I terminate my lease?
A» No. The contract you have signed is for the full academic year and is legally binding. Should you wish to discuss your circumstances please visit the Accommodation Office.

Q» My family is moving to Edinburgh, can you accommodate them on campus?
A» At present, we cannot accommodate families of students on campus. In these cases we suggest looking into a private let off campus. Please call into the Accommodation Office for further advice.

Q» My food keeps going missing from the kitchen, what should I do?
A» Firstly, you should try and speak to the people you share your kitchen with and try to resolve the problem on a one-to-one basis. If food still keeps going missing, please contact your Warden who will speak to everyone in the kitchen about the importance of respecting other people's property.

Q» I have noticed space directly outside the Halls to park my car. Can I just park there?
A» No, these spaces are for loading, unloading and disabled access only.

Useful Contacts

Accommodation Services:
For questions about your accommodation contract or room allocation please email: halls@hw.ac.uk

Residential Services:
For questions about repairs, maintenance or cleaning please email: residences@hw.ac.uk

Student Support & Accommodation:
For any other support or advice please call into our office in the Hugh Nisbet building opposite the bank or email: studentsupport@hw.ac.uk

And finally...
We hope that you will enjoy living and learning on campus, but if things do go wrong, remember advice, information and support is always available from The Student Support and Accommodation Office. Drop in to the office, email studentsupport@hw.ac.uk or check our web pages www.hw.ac.uk/students for further information and contacts.